



NEWS RELEASE

Tennessee Regulatory Authority

Media Contact:

Greg Mitchell, 741-2904 ext. 131
greg.mitchell@state.tn.us

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TRA Develops Action Plan to Address Delta Phones Complaints

Nashville – The Tennessee Regulatory Authority (TRA) today announced a four-step action plan to address the problems associated with telecommunications reseller of pre-paid local service, Delta Phones.

As part of the TRA plan, the agency has established an investigative team from its Consumer Services and Legal Divisions to investigate consumer complaints and to determine whether the TRA should initiate a show cause proceeding against Delta Phones.

The TRA is also coordinating with BellSouth to ensure that customers who were disconnected from Delta Phones are being transferred smoothly to other telecommunications service providers.

In addition to issuing media advisories on the subject, the TRA has established an intra-agency team to review pre-paid telecommunications service providers to determine the steps that can be taken to prevent similar problems from occurring in the future.

Persons wishing to file a formal complaint against Delta Phones may do so by calling the TRA at 1-800-342-8359, or by visiting the TRA's web site at www.state.tn.us/tra.

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